

GENERAL SALES AGENCY APPLICATION QUESTIONNAIRE

The information requested in this questionnaire is required by VIETNAM AIRLINES to determine your eligibility as General Sales Agent in your territory. The applicant should not be an IATA member and should generally have a minimum of 5 years experience in the travel business. Accomplishment of this questionnaire should in no way be construed as any kind of commitment on the part of VIETNAM AIRLINES.

Kindly answer fully on your letterhead all the questions in sequence as set below:

1. What is the complete name and address of your Head Office? What territory do you intend to cover as GSA for VIETNAM AIRLINES?
2. What territory do you intend to cover as GSA for VIETNAM AIRLINES?
3. What type of business entity is your organization (sole proprietorship, partnership, association, corporation, etc.)?
4. Is your organization engaged in any other type(s) of business? If so, please give full details.
5. Specify as applicable:
 - a. How much is your Registered Capital?
 - b. How much is your Paid-up Capital?
 - c. How much is the Minimum Paid-up Capital required by law in your country?
 - d. State the number of shareholders and the percentage of shares held.
6. When was your organization established?
7. If your entity is owned by another organization, answer the following in respect to the parent organization:
 - a. What is the legal registered name and address?
 - b. What is the principal business of the parent organization?
 - c. Specify type of legal entity of the organization. Attach copies of latest three-year Audited Financial Statements (Balance sheet and Profit and Loss Statements) certified by a chartered, certified public accountant, or certified general accountant. Indicate full name and address of the chartered, certified public accountant or certified general accountant. In the absence of two-year Audited Financial Statements, Credit Information from Credit Information Bureaus will be required.
 - d. Bank references.
8. If registration is required by law in your country, specify the trade registration of your organization. Attach a copy of Certificate of Registration and current copy of licence to do business as a travel agent (if required in the area).
9. If your company is GSA for any airlines, please specify the names of the airlines and supply references of your business connections.

10. Give the name(s) of owner(s), director(s), and/or manager(s) of your organization specifying each official:

- a. Share and percentage of ownership in the organization.
- b. Qualifications and experience in the travel industry.
- c. Extent of participation in the operation of the organization.
- d. Other business interests.

11. Indicate the number of personnel employed by your organization and level of experience in the travel business.

- a. Sales Agents
- b. Ticket Agents
- c. Reservation Agents
- d. Facilitation Agents
- e. Others (Specify)
- f. Do your personnel have enough experience to turn a General Sales Agency?
- g. Do you have terminal(s) of any CRS in your office(s). Please specify exact number of terminals of each CRS.
- h. Would you require seconded personnel from VIETNAM AIRLINES at your own cost?

12. Attach photographs of the interior and exterior of your present office and intended GSA office.

13. What are the main functions and business activities of your company in the GSA perspective? What are the benefits of being an GSA of VN you expect to get?

14. Is your office entirely devoted to the promotion and sales of transportation in general? Is so, indicate.

- a. The floor location (ground, mezzanine, etc.)
- b. The floor area of the office
- c. The actual space utilized for the sales of international air transportation
- d. The means of access the public has to the office

15. If your office space is not entirely devoted for the promotion and sales of transportation in general, indicate:

- a. The floor location (ground, mezzanine, etc.) how the portion of the office set aside for the
- b. Travel business is separated from the other business the precise area of the travel office
- c. The actual floor area to be utilized for the sales of international air transportation
- d. The means of access the public has to the travel office

16. What display facilities are available for advertising? Are there show windows available for this purpose. Indicate number and size.

17. Do you or any of your offices hold a General Sales Agency appointment for any international air carrier? If so, give full details.

18. Is there any relationship between the ownership, management or profits of your business and the ownership, management or profits of a General Sales Agent for your territory, how much do you estimate is the gross sales of international air transportation for VIETNAM AIRLINES?

19. If appointed as GSA for your territory, how much do you estimate would be the gross sales of international air transportation for VIETNAM AIRLINES

- a. In your first year?
- b. In your second year?

20. Please furnish reasons to substantiate that you can be appointed as GSA and provide information which you consider pertinent to your qualifications as GSA. Your answer must indicate background information on your territory, i.e. size of total market, size of market to the your country, competition, market practices, guaranteed production for VIETNAM AIRLINES as GSA, and so forth.

21. If appointed as GSA, are you willing to secure a financial guarantee in favor of VIETNAM AIRLINES in the amount of US\$75,000 or an equivalent of 30 days of volume of business turnover whichever is higher?

22. Attach credit references, e.g. from banks, financial institutions, etc.

23. If VIETNAM AIRLINES is not yet operating to your area, how much assistance can you provide to obtain the necessary traffic/landing rights for VIETNAM AIRLINES?

24. Please make the following reports of details of market survey:

- a. Market report
 - Analyse volume of passengers to/from your territory (number, type of passengers, travel time..., etc.).
 - Carriers operate to/from your territory from/to points which VN is interested in, and applicable tariff of the carriers on these sectors.
- b. Agency report
 - Travel agency network in your territory (number of travel agents, mode of agent's activities...)
 - Are there Travel Agency Associations in your territory? Please give full details of their organisational structure, influence in the markets.
- c. Legal procedure report
 - Government Law, Rules, Procedures and other provisions applied to travel agency activities in your territory.

25. In addition to the information requested above, answer the following statements:

- The undersigned understands and agrees that the submission of all requirement on this questionnaire does not bind VIETNAM AIRLINES to any kind of commitment to the applicant.

- The undersigned understands and agrees that if the application for appointment as GSA is approved, it shall be the responsibility of the GSA to provide at its own expense the required number of qualified for VIETNAM AIRLINES.
- The undersigned understands and agrees that if the application for appointment as GSA is disapproved, he will not claim any compensation or remuneration for whatever expenses the applicant had disbursed in connection with the application.
- The undersigned certifies that to his knowledge and belief the answers and statements contained herein are true.

(Date, Name and Authorised Signature of Applicant)